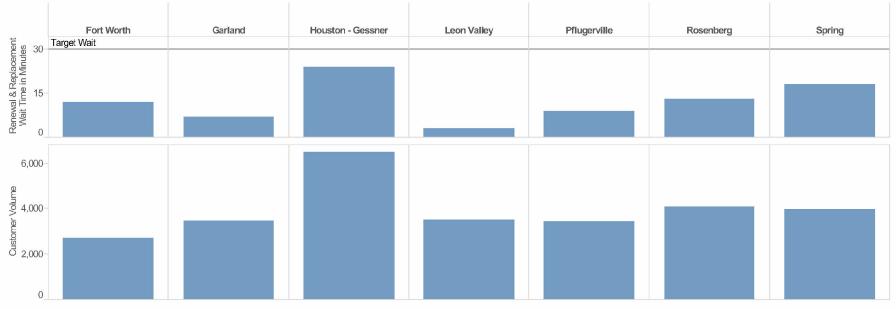


Driver License Regional Weekly Review

Mega Centers

Week 39 2013: Sep 23 - Sep 27

## Average Waits and Total Customer Volume



## Performance by Transaction Type

|                   | Customer Volume    |           |             | Avg Wait Time in Minutes |           |             |
|-------------------|--------------------|-----------|-------------|--------------------------|-----------|-------------|
| Office            | Replace &<br>Renew | Originals | Other Types | Replace &<br>Renew       | Originals | Other Types |
| Fort Worth        | 929                | 686       | 1,118       | 12                       | 19        | 10          |
| Garland           | 1,365              | 1,210     | 911         | 7                        | 13        | 8           |
| Houston - Gessner | 2,877              | 1,798     | 1,815       | 24                       | 77        | 36          |
| Leon Valley       | 1,927              | 1,006     | 574         | 3                        | 6         | 3           |
| Pflugerville      | 1,617              | 1,000     | 810         | 9                        | 11        | 9           |
| Rosenberg         | 2,126              | 1,057     | 897         | 13                       | 20        | 20          |
| Spring            | 1,631              | 963       | 1,381       | 18                       | 19        | 18          |

## Mega Center Map



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